



**Customer Service Specialist 4
Driver Services
Olympia, Washington**

Compensation: Range 43 - \$2,712 – \$3,450/mo

Closing Date: September 19, 2006 (5:00 p.m.)

Our Mission:

Great people, great service, working together for a safer Washington.

Our Vision:

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with the Department of Licensing (DOL) in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The DOL employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at www.dol.wa.gov.

Our Core Competencies:

We have chosen the following competencies as "key" in driving the success of our employees in achieving the mission and vision of DOL:

Communication Effectiveness: Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

Customer Centered: Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

Ethics and Integrity: Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

Performance Leadership: Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

Personal accountability/Initiative: Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition, our supervisors and managers demonstrate the following:

Strategic Thinking/Planning and Vision: Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

Human Resource Management: Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

Position Objectives & Responsibilities:

This position manages the Mandatory Suspensions unit within Driver Responsibility (DR). It is responsible for the effective and efficient operation of a multi-program unit including managing workloads, projecting resources, and establishing policy and practices pertinent to program change and process improvements. This position is a member of both the DR Leadership Team and Driver Services Manager Team and reports to a DR Assistant Administrator. It participates in the development of strategic plans for the unit taking into consideration agency mission, policies and directives. This position interacts with staff at all levels of state and local government, license holders and the general public.

Desired Qualifications and Competencies:

Education and Experience

- An Associate's degree AND four years of experience providing assistance to customers regarding inquiries, complaints or problems;
- OR
- A Bachelor's degree AND two years of progressive experience providing assistance to customers regarding inquiries, complaints or problems;
- OR
- Equivalent experience providing assistance to customers regarding inquiries, complaints or problems.

Competencies

- Technical knowledge and skill in using word processing software, such as Microsoft Word or WordPerfect, to create documents, and spreadsheet software such as Microsoft Excel.
- Appropriately balances quality of work with ability to meet deadlines. Effectively organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce work products that are accurate, thorough and on time.
- Effectively handles highly stressful or adverse situations, making appropriate decisions, working calmly and accurately, and helping to calm others.
- Meets productivity standards, deadlines and work schedules.

Compensation

This position is in general government service. Starting monthly compensation is \$2,712 - \$3,450/mo depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

Application Procedure

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to HRrecruit@dol.wa.gov with a subject line of *06-166G CSS4*.

All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Desired Qualifications and Competencies outlined in this announcement;
- A Washington State Job Application;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office

Attn: 06-166G CSS4

Department of Licensing

PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.